

**Commonwealth of Virginia  
Department of Transportation**

# **VDOT-VITA Transition Plan**

**A Partnership Agreement  
VDOT IT Transition Team**

August 28, 2003

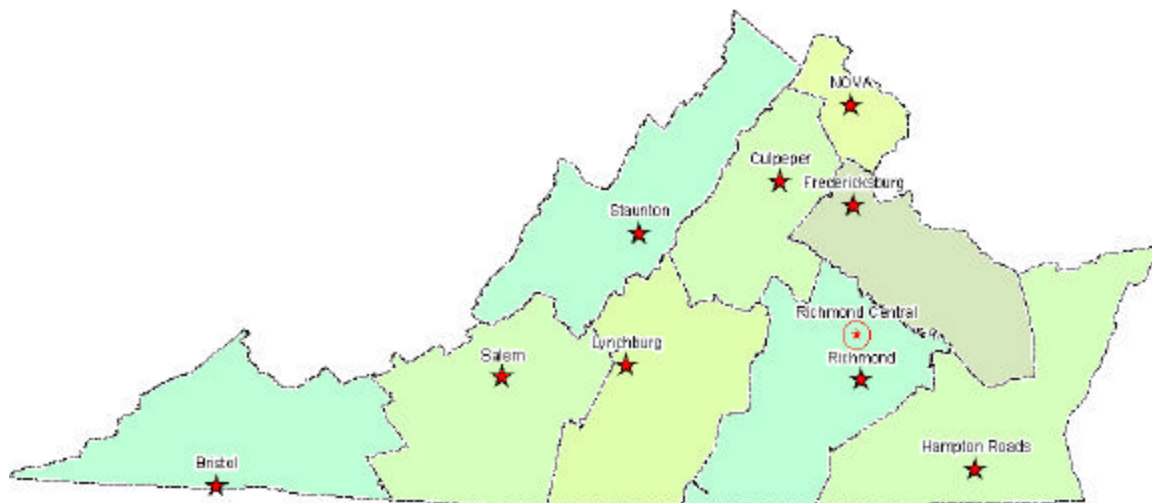
# 1. Introduction

The Virginia Department of Transportation (VDOT) has developed and continues to maintain and improve a broad, robust technology infrastructure, serving every county in the Commonwealth. This document represents a partnership agreement between VDOT and the Virginia Information Technologies Agency (VITA), ensuring the objectives of both agencies are realized. To make the Commonwealth IT transition to VITA even more successful, VDOT shall offer its infrastructure and resources to provide IT services to the Commonwealth as described below.

## 2. VDOT's IT Portfolio

VDOT's IT staff is deployed throughout the state in District IT centers as well as in the Richmond Central Office to support its wide-reaching infrastructure.

The following map illustrates VDOT's Districts and service coverage:



Here are some of the assets VDOT can offer:

- Ten regional IT centers with dedicated distributed technical staff ready to support agencies throughout the Commonwealth in:
  - Helpdesk Tier 0 – 3 levels of support
  - Applications training with classroom-style instruction for office automation applications and PC operating systems
  - Desktop and peripheral support
  - Server support including planning, installation, configuration, and administration
- Videoconferencing capability statewide

- Proven experience in implementation or expansion of:
  - Facilities planning and management as related to deployment of technology
  - Local Area and Wide Area Network development and implementation
- Highly reliable, sophisticated distributed network infrastructure
- Proven experience in effective implementation of large-scale technology solutions
- Remote end user support and software deployment using state-of-the-art technology

### 3. Transition Plan

#### 3.1 VDOT is partnering with VITA for its early success.

VDOT and VITA shall partner to accelerate statewide service delivery. VITA can leverage VDOT's robust statewide infrastructure to immediately ease the transition of support for smaller state agencies as well as assist in the definition of statewide support in the near future.

#### 3.2 VDOT will provide selected staff and resources for initial small agency implementation.

- Phase 1: VDOT has the resources to assist VITA with providing the following services on or before September 30, 2003:
  - *Help desk.* VDOT will provide its resources to support the customer service center to manage small agency trouble requests. VITA will fund the help desk system software and associated licenses. VITA will fund the statewide toll-free help desk phone service. VITA will also handle requests for new services.
  - *Training.* VDOT will provide end-user training and facilities for small agency personnel for end-user office automation training. VITA will work with VDOT to schedule and coordinate appropriate training for small agency customers. VITA will reimburse VDOT for out-of-pocket costs incurred for providing end-user training.
  - *Video Teleconferencing (VTC).* VDOT will provide video teleconferencing capabilities at its designated facilities as requested by small agencies. VITA will provide assistance in conference scheduling coordination. Additional equipment and VTC service needs beyond what currently exists will be funded by VITA.
  - *Seat management.* VITA will provide funds for a break-fix maintenance solution for existing PCs.
  - *Desktop End User support.* VDOT and VITA will jointly provide end user support to small agency personnel.

- Phase 2: Beginning January 1, 2004, VDOT and VITA will begin evaluating service level requirements for small agencies in the following areas:
  - Data center administration
  - Security administration
  - Local area network and wide area network design, development, deployment, and operational support
  - Facilities planning and management

### **3.3 VDOT's full transition to VITA will be completed by January 1, 2004.**

The detailed work plan for VDOT's transition to VITA will be developed during Phase 1 of the small agency implementation period. Prior to VDOT's transition, a Memorandum of Agreement (MOA) will be established to ensure continuity of operations service levels, as well as to establish service level commitments to ensure maintenance of interface and access requirements for effective development and delivery of software and business applications to meet high standards of quality, reliability and responsiveness. The expanded transition plan should also include a detailed description of the methodology to determine and manage financial obligations and arrangements between VITA and VDOT.

## **4. Transition Approach**

VDOT has taken the first step toward its transition to VITA by centralizing reporting of all in-scope staff to the Information Technology Operations Division.

By centralizing reporting and making one entity responsible statewide, VDOT has established a central contact for VITA and has eliminated duplication of effort across the state. In addition, VDOT has centralized administrative reporting of all out-of-scope (IT applications) staff.

VDOT will provide the services in Section 3.2 as jointly scheduled with VITA.

## **5. Benefits to VDOT**

- *VDOT business continuity.* By taking initiative and addressing VDOT's needs long before the scheduled transition of large agencies, VDOT hopes to identify and mitigate risks to the transition process and keep VDOT's supporting business systems operating.
- *Collaborative relationship with VITA.* VDOT views the partnership as an opportunity to use its vast experience to help provide a framework for how VITA will function in a distributed network environment.
- *Project management oversight process that enhances solution delivery.* VDOT hopes to achieve a project management oversight process that is streamlined to prevent "bottlenecks," yet thorough enough to cover all aspects of IT project management, ultimately enhancing IT implementations.

- *Professional development opportunities for technical staff.* From the beginning, VITA has advertised its plan to invest in the Commonwealth's technical staff. VDOT is excited about this opportunity and looks forward to full participation to foster staff growth potential.
- *Ease of communication and data exchange with other state agencies.* VDOT looks forward to better communication with agencies to acquire the information it needs to do business, as well as more easily provide information to dependent agencies.

## 6. Benefits to VITA

- VITA will benefit from the VDOT IT staff certified in Help Desk management from Help Desk Institute and their knowledge of APPLIX Help Desk software and their qualified support of MS Office suite of software.
- VITA will benefit from the VDOT Help Desk organization already in place. They are capable of taking calls immediately while VITA organizes the total infrastructure.
- VITA will benefit from the over 150 qualified service staff located across the Commonwealth in VDOT District Offices strategically located near all other agency's offices. This gives VITA a nine-district service infrastructure immediately which provides the ability to service small agencies end user support.
- VITA will benefit from the VDOT strategically located education centers across the Commonwealth for providing training and certification programs to all Agency employees reducing costs for travel and lodging.
- VITA will mitigate its risk of providing a centralized one-agency support organization statewide by partnering with VDOT. Legislation requires the in-take of small agencies first and there are very few full FTEs coming from small agencies. Adding supplemental staff from VDOT to VITA's initial small agency staff will be the best way to address the technology needs of small agencies and provide better services overall.
- VITA will benefit from the VDOT experience with implementing large IT deployments across the state and the associated standard procedures developed to maintain the deployment.

## 7. Next Steps

- Develop work plan to detail requirements for VDOT's transition to VITA.
- VITA shall work with small agencies to develop and finalize agency MOAs by December 2003.
- Every three weeks, a Transition Governance Meeting shall be held to monitor progress of the transition, with the following membership:

*From VITA:*

Cheryl Clark (Co-chair)

Leslie Carter

*From VDOT:*

Gary Allen (Co-chair)

Murali Rao

Tom Bradshaw

## Signatures

By signing below, we hereby endorse the *VDOT-VITA Transition Plan*.

Party	Name	Signature	Date
Secretary of Technology	George C. Newstrom		
Secretary of Transportation	Whittington W. Clement		